



## CSAPP Account User's Guide

State of West Virginia Board of Pharmacy  
Prescription Monitoring Program  
2310 Kanawha Boulevard East  
Charleston, WV 25311  
Phone: 304 558 8411  
Fax: 304 558 0474  
<https://www.csappwv.com>

## CONTENTS

Introduction	3
Patient Reports	4
Overview	4
Requesting an RxDataVision™ Report	5
Requesting West Virginia Patient Reports	7
Requesting Multistate Patient Reports	9
Delegate Accounts	12
Overview	12
Creating Delegate Accounts	12
Adding Persons with Existing Accounts	12
Creating New Delegate Accounts	14
Managing Delegate Accounts	19
Account Management	22
Overview	22
Password Maintenance	22
Changing Account Email Address	26
Updating Personal Information	27
Adding/Removing Business Associations	28
Still Need Help?	30

## INTRODUCTION

### WEST VIRGINIA MONITORING PROGRAM

The West Virginia Controlled Substance Automated Prescription Program (**CSAPP**) for the State of West Virginia Board of Pharmacy (**BOP**) was created to carry out laws mandated by the State of West Virginia regarding the reporting of Schedule II, III & IV controlled substances, as well as designated Drugs of Interest, to the State of West Virginia Prescription Monitoring Program (**WVPMP**).

- CSAPP is a web-based system that optimizes the collection, analysis, and reporting of information on the prescribing, dispensing, and use of controlled substances and Drugs of Interest.
- The system assists state regulators plus authorized prescribers and dispensers with monitoring controlled substances in order to prevent the diversion, abuse and misuse of controlled substance prescription medication.
- The use of data collected through CSAPP provides the data for education and information, early intervention, prevention of diversion, investigation, and enforcement of existing laws governing the use of controlled substances.
- This serves as a valuable tool in the effort to protect the health and welfare of the citizens of West Virginia by reducing the abuse of prescription drugs.

This Usage Guide for CSAPP Accounts outlines the functionalities available to users from within their accounts. Detailed instructions are included for all major account operations that may be performed by users from within the CSAPP website.

## PATIENT REPORTS

Within CSAPP, reports are available to Prescribers, Dispensers, and their Delegates that display the controlled substance prescription history for a patient for a selected period of time. These reports may be run for just the State of West Virginia or for multiple states who have agreed to share patient information via the National Board of Pharmacy PMP InterConnect<sup>®</sup> service. In addition to a basic report format, West Virginia patient prescription information is also available in the innovative RxDataVision<sup>™</sup> format. Reports may be requested for a period of time reaching back five years in the case of WV reports and one year in the case of multistate reports.

### INFORMATION PROVIDED BY PATIENT REPORTS\*

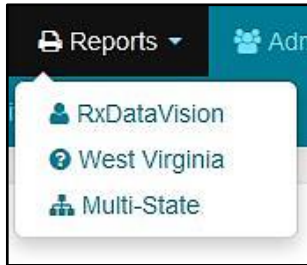
- Prescriber Name
- Prescriber DEA and ZIP
- Dispenser Name
- Dispenser DEA and ZIP
- Date Rx was written
- Date Rx was filled/sold
- Rx Number
- Product Name
- Strength
- Quantity
- Number of Days Dispensed
- Refill Number
- Drug Schedule
- Payment Type used

\*Available information may vary in multistate reports

## REQUESTING AN RxDATAVISION™ REPORT

RxDataVision™, unique to CSAPP, delivers patient prescription information in an easy-to-understand visual format that saves both time and effort. Prescription data is presented in a timeline format, with color codes for the type of medication and interactive graphics that allow users to bring up additional prescription information without the need to search through a long list of prescription records.

To request an RxDataVision™ report, select it from the Reports menu.



Enter the required information into the respective fields and select a time frame for the report.

**Patient RxDataVision Request**  
⚠ Please note: No data returned does not necessarily mean no data exists

Select Report Period  

Select

Last Name

First Name

Middle Name

Date of Birth

Cancel Request

» Submit

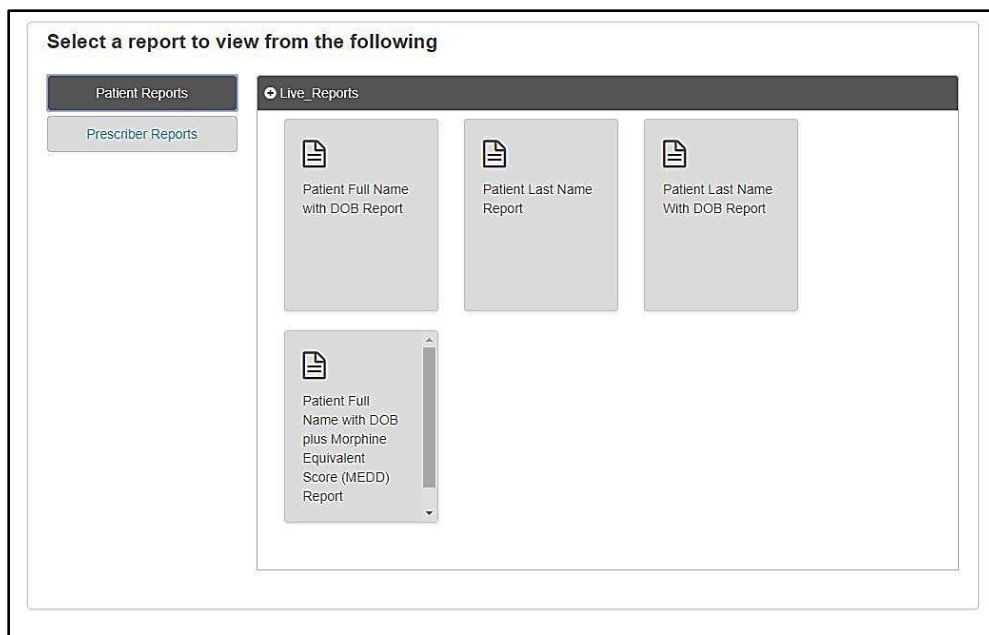
[illegible]

## REQUESTING STANDARD WEST VIRGINIA PATIENT REPORTS

Click on “Reports” in the menu bar and then “West Virginia.”



Select your chosen report.



Supply the necessary patient information and click “View Report.”

**Report Viewer - Patient Full Name with DOB Report**

Save As / Print ...

Next Patient

Return to Reports

Enter Dispensing Start Date (MM/DD/YYYY)

Enter Dispensing End Date (MM/DD/YYYY)

Enter Patient Last Name

Enter Patient First Name

Enter Patient Middle Name

☒ NULL

Patient Date of Birth (MM/DD/YYYY)

View Report

Once completed, the report can be printed or exported to a number of formats (XML, CSV, PDF, Excel, Word) by clicking on the "Save As/Print" button that will display above the report.

Sample Report:

West Virginia Controlled Substance Full Name Report							Report Date
From	2/21/2013	To	2/20/2018	Date of Birth	1/1/1900		Prescription Count
Last Name				Doe		First Name	John
						Middle Name	

**Patients included in report that appear to match the search criteria.**

Last Name	First Name	Middle Name	Gender	Address
DOE	JOHN		M	1313 MOCKINGBIRD LN, ANYTOWN, WV, 00000

Prescriber Name	Prescriber DEA & Zip	Dispenser Name	Dispenser DEA & Zip	Rx Written Date	Rx Dispense Date & Date Sold	Rx Number	Product Name	Strength	Qty	Days	# of Refill	Sched	Payment Type
<b>Doe, John,</b>													
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	01/22/2018	1/25/2018 1/25/2018	1000009	VYVANSE	50MG	30	30	0/0	CII	Insurance
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	12/25/2017	12/26/2017 12/27/2017	1000008	OXYCODONE HYDROCHLORIDE	15MG	30	30	0/0	CII	Insurance
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	11/20/2017	11/27/2017 11/27/2017	1000007	Vyvanse	50MG	30	30	0/0	CII	Insurance
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	10/23/2017	10/27/2017 10/27/2017	1000006	OXYCODONE HYDROCHLORIDE	15MG	30	30	0/0	CII	Insurance
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	09/25/2017	9/27/2017 9/28/2017	1000005	Vyvanse	50MG	30	30	0/0	CII	Insurance
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	08/18/2017	8/28/2017 8/28/2017	1000004	OXYCODONE HYDROCHLORIDE	15MG	30	30	0/0	CII	Insurance
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	07/13/2017	7/26/2017	1000003	Vyvanse	50MG	30	30	0/0	CII	Insurance
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	06/12/2017	6/16/2017	1000002	OXYCODONE HYDROCHLORIDE	15MG	30	30	0/0	CII	Insurance
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	05/01/2017	5/16/2017	1000001	Vyvanse	50MG	30	30	0/0	CII	Insurance
Healerman, Jehosaphat Robert Do	XX1234567 10101	Local Pharmacy, Inc.	PH1234567 21212	04/14/2017	4/17/2017	1000000	OXYCODONE HYDROCHLORIDE	15MG	30	30	0/0	CII	Insurance

\* Form of Payment

# of Refill 0: Original Script 1/2 : 1st of 2 refills

Note : The State of West Virginia does not guarantee the above information to be complete/accurate. All reports are subject to search criteria entered by User and data provided by Dispensers. For information relating to a specific prescription, please contact the dispensing pharmacy or prescriber.

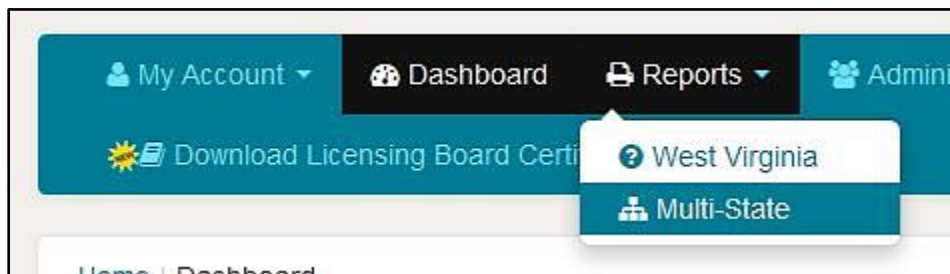
Page: 1 of 1



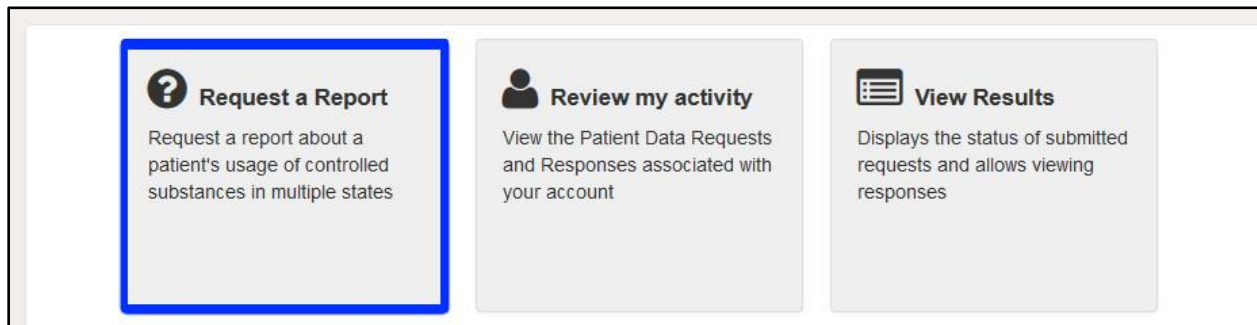
## REQUESTING MULTISTATE PATIENT REPORTS

Prescribers, Dispensers, and their Delegates may request patient prescription information from a number of states across the U.S. Although not all states participate in the sharing of data, new states do consistently become available. Please note that each state determines what, if any, patient information is shared with other states and to what class of users. Because of this and because the reports are populated using information delivered by a third party, multistate reports may not contain the same amount or types of information that are available from West Virginia patient reports.

To access Multistate Patient Reports, click on Reports and then Multi-State on the menu bar toward the top of the webpage.



To start a request, click on the Request a Report button.



Select the state or states from which you wish to receive information about a patient and enter the required search parameters. Note that, currently, VA and OH require the patient's ZIP code in addition to the generally-required patient data. When you have entered the required information, click on the Submit button at the bottom of the page.

### ❓ Create a Multi-State Request

Each State has differing rules as to who may and may not access Patient data. Therefore, the information you will receive will vary by each State selected, and, in some cases, the State may deny your request.

⚠ Please note: *No data returned* does not necessarily mean no data exists

#### 📋 Choose one or more States

- ☐ West Virginia
- ☐ Virginia
- ☐ Ohio
- ☐ Connecticut
- ☐ Indiana
- ☐ Arizona
- ☐ New Mexico
- ☐ Nevada
- ☐ South Carolina
- ☐ Kansas
- ☐ Kentucky
- ☐ Maryland Disclosures
- ☐ Minnesota
- ☐ North Dakota
- ☐ Massachusetts

#### 📝 Patient Data Request

Select Your Role / Position / Job Description

Select Report Period

Last Name  
 **Required**

First Name  
 **Required**

Middle Name

Date of Birth  
 **Required**

Gender

Zip Code  
  
**(Required for Ohio and Virginia)**

The search request may take a few moments, as information must be sent to and retrieved from each of the states from which a report was requested. Once responses have been received and a report generated, you will be presented with a chronological list of your report requests that includes the patient's name. To view the responses to a request, click on the plus sign next to the Request ID.

	Request ID	Request Date	Last Name	First Name	Author	Response	
	55246373	3/7/2018 9:30:32 AM				1	
	55244351	3/7/2018 9:24:38 AM				1	
	54991250	3/6/2018 10:40:03 AM				1	
	54635897	3/5/2018 9:58:47 AM				3	
	54230254	3/2/2018 8:30:33 AM				3	
	54029171	3/1/2018 11:59:07 AM				4	

Report Parameters

Responses (4)

	Responding State	ID	Response Time	Response Type	Response Description
	Ohio	54029194	3/1/2018 11:59:10 AM	nodata	Most likely that no data could be found.
	Kentucky	54029197	3/1/2018 11:59:10 AM	nodata	Most likely that no data could be found.
	Virginia	54029198	3/1/2018 11:59:10 AM	nodata	Most likely that no data could be found.
	West Virginia	54029199	3/1/2018 11:59:10 AM	complete	
<a href="#">View</a>					

A list of each queried state will appear along with a message indicating whether or not results were received from that state. If results have been received, click on the View link in order to open the patient report. The patient report will include all retrieved prescription records from each of the states that returned information combined into a single report.

## DELEGATE ACCOUNTS

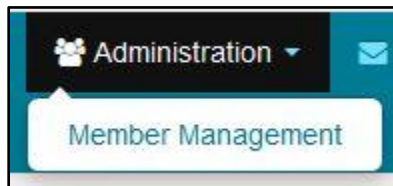
CSAPP Master account holders have the ability to create and manage Delegate accounts within CSAPP. Delegate accounts are for colleagues or employees to whom the Master account holder wishes to grant access to patient reports. The Master account holder is responsible for the appropriate use of CSAPP by the individuals assigned to them as Delegates and is given the ability to review the actions taken on the CSAPP website by their Delegates.

## CREATING DELEGATE ACCOUNTS

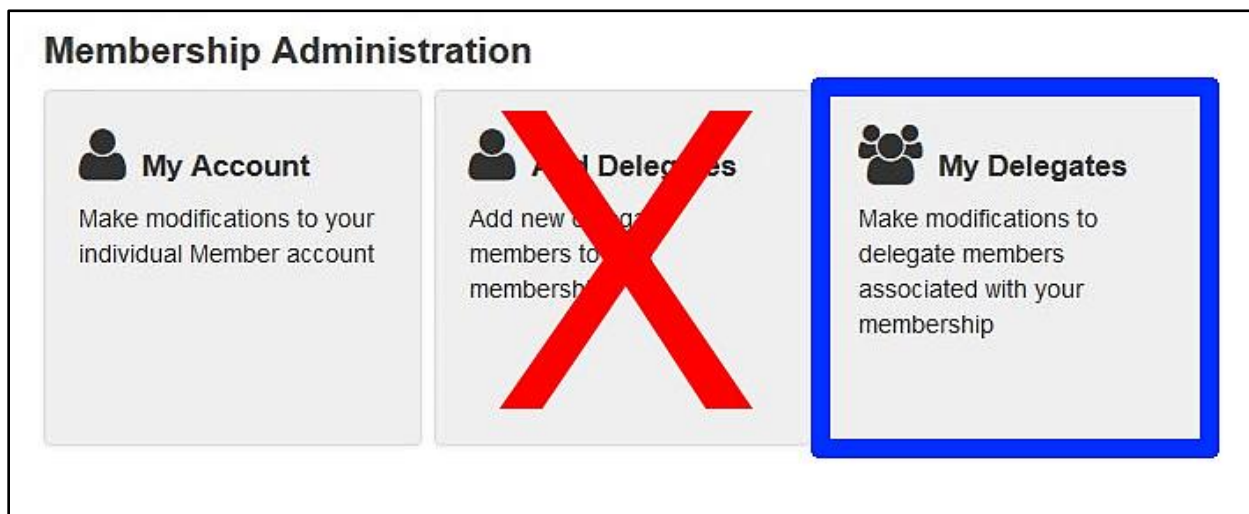
Delegate accounts are created from within Master accounts. It is important to ascertain from the person whom you wish to add as a Delegate whether or not they already possess a CSAPP account. Individuals should only have a single CSAPP account as business associations can be added or deleted as the need arises.

## ADDING PERSONS WITH EXISTING ACCOUNTS


Obtain the CSAPP account username of the person whom you wish to add as a Delegate. From within a Master account, click on Administration and Member Management on the menu bar.




On the page that appears, click on the My Delegates button. Do **not** click on Add Delegates, as that is used to create new accounts.




Once the My Delegates page opens, you will see a section for adding an existing CSAPP account as a Delegate. Type the individual's CSAPP username into the provided space.

 **Existing Account**


Creates a request to have *an already existing CSAPP* account associated with your account as a delegate. This is the preferred method for delegate accounts.




The system will check for the existence of an account under than username. If it exists, a message will be displayed asking you to click on it to send a request to add the account as a Delegate.

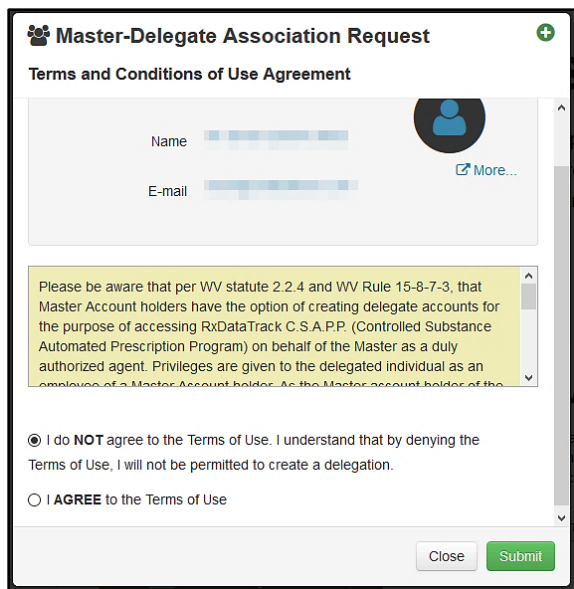
 **Existing Account**

Creates a request to have *an already existing CSAPP* account associated with your account as a delegate. This is the preferred method for delegate accounts.



 [Click here to send a delegate addition request](#)

Clicking on the link will open a window with the Terms and Conditions of Use Agreement that lays out the responsibilities of adding a user as a Delegate. In order to proceed, you must select that you agree with these terms and click the Submit button. Once you have done so, the individual will be added to your account as a Delegate. They will be sent an email to the address listed on their account, notifying them of the addition.

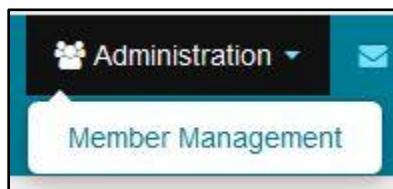


The screenshot shows a web form titled "Master-Delegate Association Request" with a plus icon in the top right corner. Below the title is the heading "Terms and Conditions of Use Agreement". The form contains two input fields: "Name" and "E-mail", each with a blue bar indicating a selection or focus. To the right of these fields is a circular profile icon and a link that says "More...". Below the input fields is a scrollable text area containing legal text about WV statute 2.2.4 and WV Rule 15-8-7-3, regarding the creation of delegate accounts for RxDataTrack C.S.A.P.P. At the bottom of the form are two radio buttons: the first is selected and labeled "I do NOT agree to the Terms of Use. I understand that by denying the Terms of Use, I will not be permitted to create a delegation."; the second is labeled "I AGREE to the Terms of Use". At the very bottom are two buttons: "Close" and "Submit".

## CREATING NEW DELEGATE ACCOUNTS

If the individual that you wish to add as a Delegate **does not** already have a CSAPP account, follow the instructions below. If the individual has a CSAPP account, use the instructions in the section above.

From within a Master account, click on Administration and Member Management on the menu bar.



On the page that appears, click on the Add Delegates button.

**Add Delegates**

Add new delegate  
members to your  
membership

You will be presented with the Terms and Conditions and asked to agree to them. Next, select the type of account you are registering. New Delegates accounts are always registered using the account type of the Master account making the request. Click Next.

**Create a New Delegate****Terms and Conditions of Use Agreement**

Please be aware that per WV statute 2.2.4 and WV Rule 15-8-7-3, that Master Account holders have the option of creating delegate accounts for the purpose of accessing RxDataTrack C.S.A.P.P. (Controlled Substance Automated Prescription Program) on behalf of the Master as a duly authorized agent. Privileges are given to the delegated individual as an employee of a Master Account holder. As the Master account holder of the delegate, it is your legal obligation to insure the confidentiality of the information reviewed or downloaded by the delegate from the RxDataTrack CSAPP.

Pursuant to WV Rule 7.6, if the delegate leaves your employment or their privileges are retracted, it is the responsibility of the Master to contact the WV Board of Pharmacy immediately to remove their access, or to remove their access personally and inform the WV Board of Pharmacy of such action.

☒ I do **NOT** agree to the Terms of Use. I understand that by denying the Terms of Use, I will not be permitted to create a delegation.

☐ I **AGREE** to the Terms of Use

Please indicate the type of account you are pre-registering:


Select..



Next

Cancel

The next screen is used to confirm the NPI to be used. This will be pre-filled for you with the NPI connected with your Master account. Click Next.

 **Create a New Delegate**

To begin the registration process, please provide the Individual or Organizational NPI number and associated zip code. This information will be verified against known NPI data to ensure accessibility to appropriate personnel.


NPI Number

Zip Code

**Entity Type**

☒ Individual  
☐ Organization


Select the DEA number with which the Delegate should be associated. There is a drop-down menu containing each DEA that is associated with the Master account. Click Next.

 **Create a New Delegate**

Select a DEA:



Enter the proposed Delegate's personal information. Click Next.

 **Create a New Delegate**

Title

Select..

First Name:

Middle Name / Initial:


Last Name:

Suffix:

Next

Cancel

Enter the proposed Delegate's email address. Click the Check Email button in order to see if the email address is currently in use for a CSAPP account. If it is, the individual already has a CSAPP account and the process outlined in the previous section should be followed. Please do not choose a different email address as this will result in multiple accounts for the same individual. If the email address is not in use on a CSAPP account, type the address again in the second field and click the Create User button.

 **Create a New Delegate**

E-mail

Check Email

E-mail Verification

Previous

Create User

Cancel

The success screen will be displayed. Press Continue to go back to the main portion of the website. The person for whom the new Delegate account has been requested will receive **three** emails. The first lets them know that a new CSAPP account has been requested for them. The second contains a temporary username and confirmation code that are necessary in order to confirm and activate the Delegate account. The third lets the person know the name of the person who owns the Master account with which they are being associated.

In order to confirm the Delegate account, the new Delegate account holder will need to click on the Delegate Confirmation button located on the CSAPP homepage. They will be asked to provide the information included in the email they received, including the temporary username, confirmation code, and email address that was used for registration. They will also need to select the same account type as the Master account holder who registered them. Upon providing this information, the individual will be taken through the final steps necessary to set up their account with a permanent username and a password of their choosing.

**Note: Delegate Confirmation should be completed in a single sitting as any interruption of the process may result in the temporary inability of the individual to restart the process. If this occurs, please contact CSAPP Support so that the account can be unlocked.**

### Pre-Created Account Confirmation

User Name

Email Address

Confirmation Code

 (case-sensitive)

Account Type

Select ..

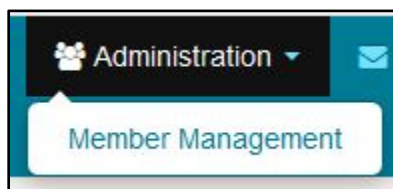
▼

Confirm Account


## MANAGING DELEGATE ACCOUNTS

Once Delegate accounts have been added, the Master account has the ability to monitor CSAPP usage by their Delegates as well as remove a Delegate association with their Master account.

To view the Delegates connected to your Master account, click on Administration and then Member Management on the menu bar.




On the page that opens, a list of your Delegates will appear at the bottom.




# My Delegates

It is the policy of RxDataTrack that each user who is approved to use [CSAPP](#) has their own unique username and email address. Accounts are able to be associated with multiple businesses and master accounts, and should be reused during transitions.



### Existing Account

Creates a request to have an *already existing CSAPP* account associated with your account as a delegate. This is the preferred method for delegate accounts.



### New Account

Creates a *new* delegate membership account, populated with basic information provided by the master account holder

Command	FirstName	LastName	Delegate UserName	View Delegate
Active ▾	Ima	Delegate	TestDelegate	<input type="button" value="TestDelegate"/>

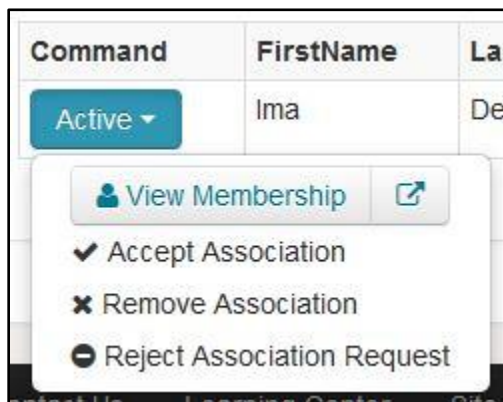
The table lists the first and last name of the Delegate along with their username. There are also buttons that allow the Master account holder to view the Delegate's account information and make changes to it. Details of how to make changes to an account are included later in this guide.

Command	FirstName	LastName	Delegate UserName	View Delegate
Active ▾	Ima	Delegate	TestDelegate	TestDelegate

The button located in the Command column shows the current status of the Delegate account. If the status button shows "Incomplete," it means that the individual for whom the Delegate account was created has not yet completed the account confirmation process and must do so before their CSAPP account can be activated.



When clicked, a menu is opened that allows the Master to make changes to the Delegate's relationship to the Master account.



### View Membership

Clicking on this option will open the account information for the Delegate. The Master account has the ability to make updates to the Delegate's information. These are described in a later section of this guide.

### Accept Association

When a person with an existing CSAPP account adds a new business association to their account, the Master account holder for that location (Office, Pharmacy, etc.) must accept the association in order for it to become active. In cases like this, the status of the individual is listed as "Pending." Clicking Accept Association activates the association.

**Remove Association**

If a Delegate will no longer be working for a business, clicking Remove Association will deactivate their association.

**Reject Association Request**

This is used to reject a Delegate account's request to be associated with the business that is under the supervision of the Master account.

## ACCOUNT MANAGEMENT

CSAPP allows users to manage several aspects of their accounts including updating personal and contact information, password maintenance, and adding and removing business associations. It is the responsibility of the account holder or their Master account holder to ensure that user information in CSAPP is up to date and accurate. Any questions regarding account management that are not included in this guide may be directed to [support@rxdatatrack.com](mailto:support@rxdatatrack.com).

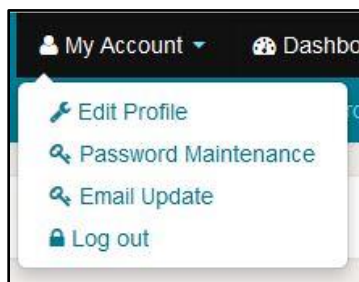
### PASSWORD MAINTENANCE

CSAPP accounts are for individual use only and passwords should never be shared with other individuals. All activities performed using an account are the responsibility of the individual listed on the account. Persons working for a practice or business whose duties require the resources available in CSAPP should have their own individual account rather than sharing a common username and password.

Passwords for CSAPP accounts expire after six months. When the expiration date is nearing, users are informed of this upon signing in to the website and encouraged to update their password at that time.

*Note: This does not apply to sFTP account credentials, which do not expire.*

To change the account password from within the CSAPP website, click on My Account and Password Maintenance in the menu bar.



Type your old password (or temporary password, if one has been provided) in the appropriate field and then the new password you have selected into the two appropriate fields. Passwords must be at least seven (7) characters in length and must contain at least one each of a special character (!@#\$, etc.), number, uppercase letter, and lowercase letter.

### Change Password

Use the form below to change your password.

New passwords are required to be a minimum of 7 characters in length.

[Forgot my Password](#)

#### Account Information

Old or Temporary Password:

New Password:

Confirm New Password:

**Password Requirements:**

- 7 (or more) Characters
- 1 Special character (!@#\$% etc)
- 1 Number
- 1 UPPER case character
- 1 Lower case character

Should you allow your password to expire, you will not be able to access the CSAPP website until you reset your password. To obtain a temporary password and regain access to the site, click on the link outlined below which is located on the CSAPP homepage.

### Sign In

[Forgot your username or password?](#)

Username:

Password:

☐ I affirm that I will comply with all requirements of WV Code, that I will maintain the confidentiality of the patient information as required by law, and will request and share the information only for an appropriate investigation involving the prescribing and/or dispensing of controlled substances or other pertinent patient treatment related thereto.

[Forgot your username or password?](#)  
[Change your password here](#)

At the next screen, select “Forgot my password.” Enter your CSAPP username and click Submit.

*Note: If you have attempted to sign-in unsuccessfully several times and your account has been locked, you must wait 30 minutes for the account to automatically unlock before attempting to reset your password.*

## Having trouble signing in?

Don't worry, we're here to help.

A few simple pieces of information, and we'll have you back online in no time.

Accounts must be *unlocked* and in good standing for password retrieval and modification.  
Please verify with your Master account holder or the WVBOP to ensure your account is not locked before contacting support.

☒ Forgot my password  
☐ Forgot my username  
☐ I'm having other problems signing in

**Forgot your password?**

Enter your user name



In order to confirm your identity, you will be required to answer one of the security questions that you selected when your account was created. You will also be required to enter the information from the CAPTCHA as an added security measure.

**Identity Confirmation**

Answer the following question to receive your password.

**User Name:**

**Question:** What is the middle name of your oldest child?

**Answer**

**Please enter the text below (case-sensitive)**

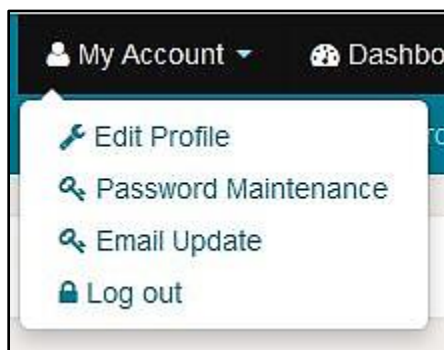
If you have answered your security question correctly and your account is not currently locked in the system, you will be sent an email to the address on your CSAPP account containing a temporary password that will allow you to regain access to the system. Once you have signed-in to the website using the temporary password, you will be required to update the account password to one of your choosing.

## CHANGING ACCOUNT EMAIL ADDRESS

The email address that is associated with a CSAPP account is the primary means of communicating information to users. It is utilized when passwords are forgotten as well as for sending file submission and error reports. Because of this, it is important to ensure that it is kept up-to-date.

As an extra layer of account security, changes to email addresses are not performed directly on the website. Rather, the website is used to submit a request to CSAPP Administrators, who will make the requested change and notify the user via email that it has been completed.

To create a request to change the account email address, click on My Account and then Email Update on the menu bar.



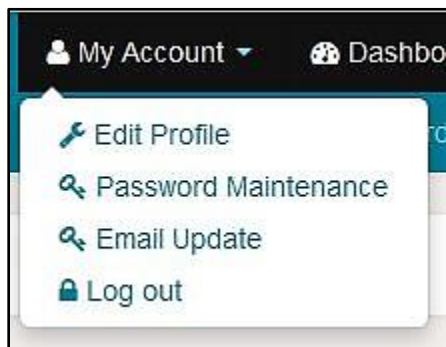
Enter the new email address into the appropriate field and click Submit Request.

A screenshot of the 'Email Update Request' form. The form has a title 'Email Update Request' and a subtitle 'Use the form below to change your EmailID.' Below the subtitle is a light gray box titled 'Account Information'. Inside this box, there are two input fields: 'Current Email ID:' with a blurred text field, and 'New Email ID:' with an empty text field. Below the 'Account Information' box, there are two buttons: a blue 'Submit Request' button and a gray 'Cancel' button.

## UPDATING PERSONAL INFORMATION

CSAPP accounts belong to the individual for whom the account was created and **not** to a practice or business. Account owners should always ensure that the personal information in their CSAPP account is accurate and current.

To access the personal information tied to an account and to make any necessary changes, click on My Account and then Edit Profile in the menu bar.



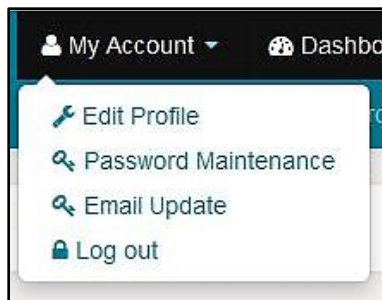
In the User Information section that appears, basic information such as the user's name, title, specialty, and date of birth appear. Changes or updates to this information may be entered by the user or, in the case of Delegate accounts, the Master account. Once the new information has been entered, click the Save Changes button in order to save any changes to the account.

A screenshot of the 'My Account' page. At the top, there is a header 'My Account:' followed by a blurred user name. Below this is a green 'Save Changes' button. The main section is titled 'User Information' with a plus icon. It contains several form fields: 'Title' (dropdown menu with 'MD' selected), 'Specialty' (dropdown menu with 'Internal Medicine' selected), 'First Name' (text input with 'Test'), 'Middle Name / Initial' (text input), 'Last Name' (text input with 'Account'), 'Suffix' (text input), 'Date of Birth' (text input with a blurred date), and 'Master Account Type' (dropdown menu with 'Prescriber' selected).

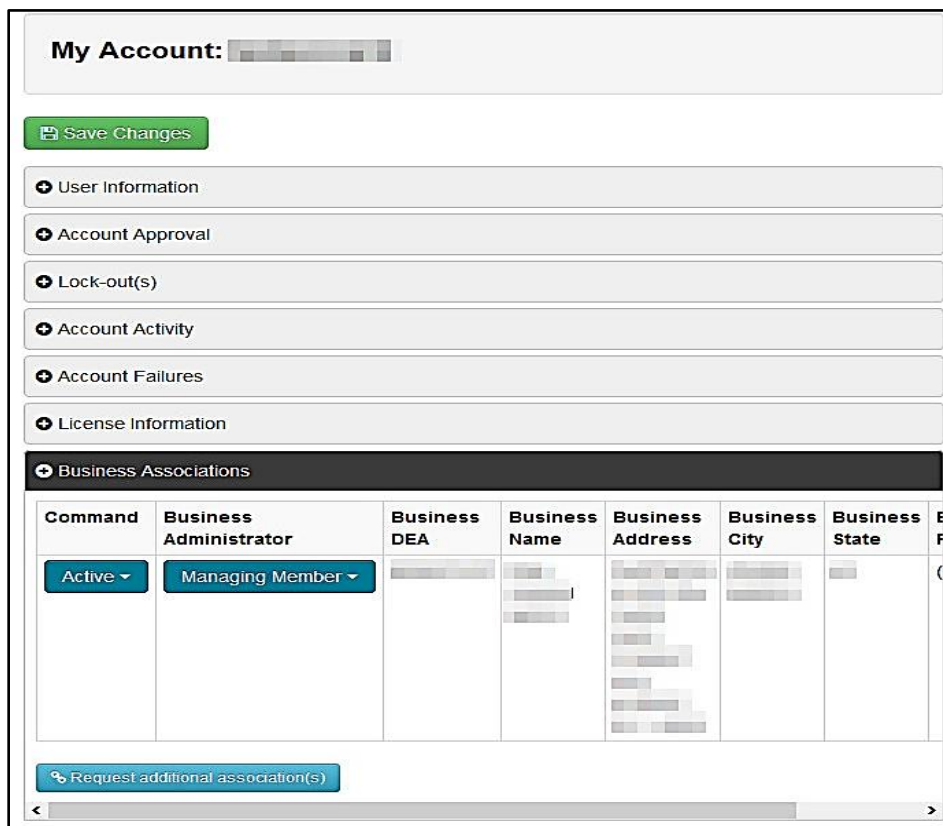
## ADDING/REMOVING BUSINESS ASSOCIATIONS

Every CSAPP account is connected to a practice or business when it is created. This is a requirement in order to maintain access to the information in the database. When employment circumstances change, account holders have the responsibility to have adjustments made to their CSAPP accounts in order to keep this information current.

Users may view their account's Business Associations by clicking on My Account and Edit Profile on the menu bar.



On the My Account page that appears, scroll down and select Business Associations. This will list any Business Association currently connected to the account.

A screenshot of the 'My Account' page. At the top, it says 'My Account: [redacted]'. Below this is a green 'Save Changes' button. A list of expandable sections follows: 'User Information', 'Account Approval', 'Lock-out(s)', 'Account Activity', 'Account Failures', 'License Information', and 'Business Associations'. The 'Business Associations' section is expanded, showing a table with columns: 'Command', 'Business Administrator', 'Business DEA', 'Business Name', 'Business Address', 'Business City', and 'Business State'. The first row shows 'Active' in the Command column and 'Managing Member' in the Business Administrator column. Below the table is a blue button labeled 'Request additional association(s)'.

If the information that is displayed is no longer correct or current, account holders should contact CSAPP Support at [support@rxdatatrack.com](mailto:support@rxdatatrack.com) in order to have any changes made. An account may have more than one Business Association. Users who work at multiple locations may request to have them added to their accounts. In addition to removing them as Delegates (see p.18), Master Account holders should also contact CSAPP Support when any of their Delegates leave their practice or business so that they can have the Business Association removed from their accounts. Accounts with no active Business Associations will be locked.

## STILL NEED HELP?

Should you have questions that are not answered by this guide, the website also has guides for Prescribers and Dispensers available in the User Documents section of the menu bar. Customer Support is also available to assist you.

### EMAIL

[support@rxdatatrack.com](mailto:support@rxdatatrack.com)

### PHONE

(304) 720-2246

(800) 820-9441

Phone support is staffed 24/7/365